

YouGov Survey Results

Sample size: 1,049

Fieldwork Dates: 4th - 21st June 2026



Total

Thinking about a typical working week... Approximately how many hours, if any, do you spend on each of the following?

Admin tasks

Unweighted base	1049
Base: All	1049
Less than 1 hour	10%
1–2 hours	15%
3–5 hours	24%
6–10 hours	17%
More than 10 hours	28%
None	2%
Not applicable	4%
Net: Any amount of time	94%
Net: More than one hour	84%

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Thinking about a typical working week... Approximately how many hours, if any, do you spend on each of the following?

Problems or delays caused by inefficient processes or duplicated steps

Unweighted base	1049
Base: All	1049
Less than 1 hour	21%
1–2 hours	35%
3–5 hours	22%
6–10 hours	9%
More than 10 hours	6%
None	3%
Not applicable	5%
Net: Any amount of time	92%
Net: More than one hour	71%

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Thinking about a typical working week... Approximately how many hours, if any, do you spend on each of the following?

Dealing with issues with IT systems

Unweighted base	1049
Base: All	1049
Less than 1 hour	44%
1–2 hours	31%
3–5 hours	12%
6–10 hours	3%
More than 10 hours	3%
None	4%
Not applicable	4%
Net: Any amount of time	92%
Net: More than one hour	49%

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You said you spend time dealing with IT systems, admin tasks, and/or process issues... Which three of the following, if any, best describe the biggest impact on you and your work? (Select up to three)

Unweighted base	1034
Base: All who spent time on admin tasks, process issues or IT systems	1034
Increased stress or burnout	51%
Less time with patients/ service users	34%
Staying late/ working longer hours than contracted	30%
Reduced quality of work	27%
Delayed decision-making	25%
Less time on strategic or professional development work	20%
Reduced flexibility to support colleagues	16%
Other	4%
Not applicable – this does not impact me or my work	11%
Don't know	2%
Net: Any	87%

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Thinking about your day-to-day work, which of the following do you think would make the biggest positive difference? (Select up to three)

Unweighted base	1049
Base: All	1049
More joined-up operational systems and processes across NHS teams/ organisations	67%
Standardisation of operational processes and systems across NHS services	56%
More reliable operational systems and processes	45%
More automation of routine administrative tasks	26%
Better access to useable operational data and information	17%
Not applicable – I don't think any of these would have a positive impact	6%
Don't know	4%
Net: Any	91%

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If better systems and processes gave you more time back in a typical week, what would you most want to spend that time on? (Select one only)

Unweighted base	1049
Base: All	1049
More time on my core role/ professional responsibilities	29%
More time with patients/ service users	22%
Improving services or reducing backlogs	16%
Training, development or improvement work	11%
Supporting colleagues/ team working	9%
Reducing overtime/ working more sustainable hours	7%
Other	1%
Don't know	4%